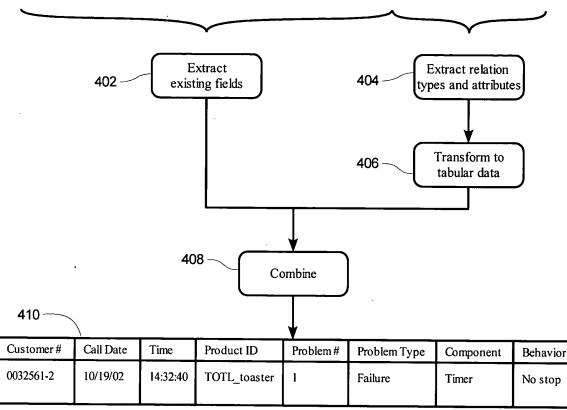


Customer#	Call Date	Time	Product ID	Problem#	Notes
0032561-2	10/19/02	14:32:40	TOTL_toaster	1	Customer says timer is defective – won't shut off

400a —



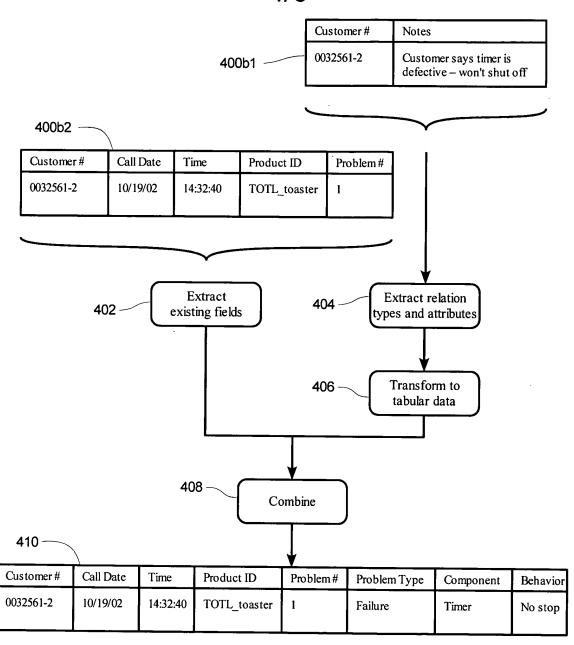


FIG. 5A

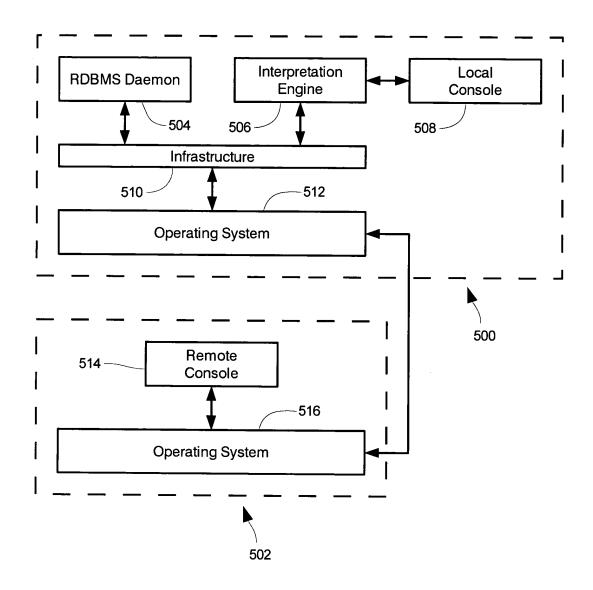


FIG. 5B

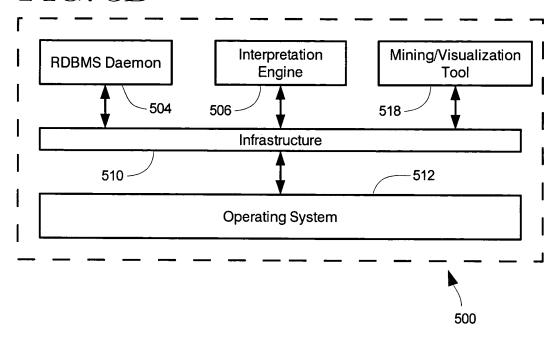


FIG. 5C

